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1. INTRODUCTION

1.1. The following document details the policy by which Broomhouse Housing Association considers applications for housing to our rented stock. It also explains how housing and transfer lists operate and the method by which available properties are allocated.

2. BACKGROUND

2.1 Broomhouse Housing Association owns 98 of the 102 houses which form a small estate which was previously owned by Glasgow District Council and transferred to the Association in 1986. The estate sits on Glasgow City Council's eastern boundary, approximately one mile south of Baillieston. The Housing Association has no plans to increase the number of houses within its stock.

Of the 98 houses in ownership, 97 are used for housing, the other is the Housing Association's registered office. All the houses were renovated in 1986/87 and have been well maintained. The stock consists of:

64 : 4 in block houses
20 : semi detached houses
13 : terraced houses

The majority were built in the 1920-30s with the terraces being added in the 1950s. House sizes are:

77 : 3 apartment
16 : 4 apartment
4 : 5 apartment

The Association's membership is made up of local residents and the Housing Association actively encourages membership take up. It also encourages tenant participation. The Association strongly believes in the benefit of community spirit and wishes to maintain this for its area. The Association is run by a volunteer and elected Management Committee which is formed by tenants who have opted to become members.

3. GENERAL PRINCIPLES

3.1 The Housing Association aims to allocate the houses fairly, on the basis of housing need. A points system (detailed in section 8) has been drawn up to assess 'housing need'.

3.2. The Association also lays emphasis on the need to build a strong involved community. Tenants are encouraged to take an active part in the running of the Association.

3.3. The Housing Association aims to have an Allocation Policy and accompanying procedures that are:-

- **CONSISTENT**, whereby applicants in similar circumstances are considered in a similar manner.
- **OPEN**, with not only the policy document being available to potential applicants, but also meaningful information being provided at all stages of the allocation process. Individual confidentiality will be maintained at all times.
- **RESPONSIVE**, the policy document should enable staff to respond to a wide range of needs and circumstances.
- **COMPREHENSIVE**, staff will provide potential applicants with a complete picture of their housing opportunities from the Association and will endeavour to provide them with information in relation to other housing providers in the area.
- **ACCOUNTABLE**, the policy has been determined in consultation with tenants and by the Association's Management Committee.
- **NON-DISCRIMINATORY**, the Association is striving to be an equal opportunities organisation. Our aim is to ensure equality of treatment for all applicants without discrimination or prejudice based on a person's gender, sexual orientation, race, ethnic origin, nationality, religion, age, disability, illness or HIV status. (The Association may however exercise positive

action to ensure certain groups are allocated appropriate accommodation – see section 8.3).

- CONFIDENTIAL, all information provided for the purposes of the assessment for housing will be treated in the strictest confidence.
- ACCESSIBLE, the Association will try to ensure that the Policy and Procedures are made available in a variety of formats on a request basis.

4. POLICY OBJECTIVES

4.1 The Housing Association aims to keep a balanced community, avoiding clash of lifestyles or prevalence of household types or housing needs. It will rotate through the categories as appropriate to the accommodation available and population mix. The Housing Association therefore does not guarantee that the applicant with the highest points will be offered a vacancy where there are other circumstances to consider e.g. the make up of the tenants in the immediate area.

The Housing Association aims to have an Allocation Policy that:-

- addresses the housing needs of a range of applicants
- gives reasonable preference to those in housing need
- is clear and easy to understand
- has a system of prioritising applicants which is fair
- allows the Association to manage its rented stock effectively
- allows the Association to make best use of available stock
- assists in the creation and maintenance of a balanced and stable community
- ensures the accommodation available meets the housing need of the applicant

- allows an Association tenant to transfer to other property if their housing need circumstances change
- meets our legal requirements and complies with Performance Standards, Raising Standards in Housing and other appropriate guidance issued by Communities Scotland and the Scottish Federation of Housing Associations.
- allows for co-operation between the Association, the local authority and other housing providers in the area. The aim being to compliment housing provision and assist those with greatest housing need.

5. PRIORITIES IN ALLOCATION

- 5.1 In operating this policy the Association will give priority to applications from existing tenants for transfers prior to considering waiting list applications.

Internal transfer will be based on need and will be assessed using the points system. Only those applicants with an actual need will be offered an internal transfer.

- 5.2 The Association will accept nominations for tenancies from Glasgow Housing Association for 25% of its vacant stock.

All nominations received from Glasgow Housing Association will be assessed against the Association's allocation policy to determine housing need.

6. ROUTES TO HOUSING

6.1 Nominations

The Association has an informal Agreement in place with Glasgow Housing Association. This allows the Glasgow Housing Association to nominate prospective tenants to one in four of our vacant stock.

The Association believes this allows for improved access to the Housing Association properties.

6.2 Housing List

Applications will be accepted from any person aged 16 years or over.

Applicants wishing to be admitted to the list must complete an application form and return it to the Association's Offices.

This issue of an application form should not be taken as an indication that an offer of housing will eventually be made. The right to be admitted to the housing list is not the same as a right to be allocated a house. The Association's stock is small, with a low turn over of tenancies and therefore, the Housing Association will not be able to house everyone who is on the housing list. We would therefore advise applicants to seek alternative sources of obtaining accommodation by contacting other housing associations, local authorities, Citizen Advice Bureaux, Shelter etc.

The Association will operate a housing Waiting List to which applicants will be added.

The Waiting List will be sub-divided and applications will be placed under the relevant house size category. The applicants will be positioned in terms of the number of points they are allocated by the Association on several grounds. These grounds will include the need of the family measured on several aspects and the need to ensure a reasonable social balance within the area.

Each category will have a cut-off number of points in order not to overwhelm any other category. If points are awarded under certain categories this will exclude points being awarded under similar categories.

It should be noted that the Association will receive applications at any time. Applicants are requested to keep the Housing Association informed of any change in their circumstances.

Tenancy references from previous or current landlords may be taken up by the Housing Association. The Association reserves the right to suspend for a reasonable period of time an application for housing where formal references from an existing or previous landlord indicate a significant breach of the applicant's tenancy agreement during the preceding 24 months.

Examples of breaches of tenancy agreement include factors such as serious anti social behaviour and abandonment of tenancies.

The existence of rent arrears will not result in a suspension of any application for housing where the amount outstanding is not more than one month's rent. Where an applicant owes more than one month's rent an arrangement to clear must have been in place and maintained for at least three months at both the date of application and any subsequent offer.

For those applicants who have breached their tenancy agreement in the last 24 months on the grounds of anti social behaviour, further information will be sought as to the nature of the incident or incidents, including when the breaches occurred. The Association will contact the landlord, previous landlord, police and or other official sources in confirming these incidents.

The Association also reserves the right to suspend applications for housing where threatening or violent behaviour is used against staff.

For those applicants who have been evicted, each case will be considered on its own merits and it will be at the discretion of the staff to decide whether the application will

progress any further. In the case of applicants who have absconded from previous tenancies, the reasons surrounding this will be investigated prior to placing on the housing list.

Applications will be suspended where requests for further information are not responded to within two months of the request date. If an applicant contacts the Association again consideration will be given to reinstating the application.

Former tenants of Broomhouse Housing Association will have their application considered in the same manner.

6.3 Homeless Persons

The Association has a duty under Section 5 of the Housing (Scotland) Act 2001, to have a procedure in place to re-house homeless people referred by Glasgow City Council. Broomhouse Housing Association will assist the Council by complying, within a reasonable time period, with a request from the Council to provide accommodation for a homeless person, unless the Association has a good reason for not doing so.

6.4 Sex Offenders

Where an application is received from a convicted sex offender, the Association will liaise with the Police and the Department of Housing and Social Work to carry out a risk assessment prior to the application being accepted and dependant on the facts, the Association reserves the right to suspend the application, allowing the applicant to request a review at a later date.

6.5 Lodgers

In the case of applicants lodging with a Broomhouse Housing Association tenant, formal **permission to reside must have been given** by the Association in order for the applicant to be considered as a separate household when applying independently for re-housing. Lodgers who apply for

permission to reside at a house where overcrowding would result will normally have to satisfy the following criteria before overcrowding points would be awarded:-

- i) Proof of formal residence such as confirmation that benefit is being claimed from the address. If Housing Benefit is in payment, the Council should also be able to confirm that the lodger is resident.
- ii) A close family connection or satisfactory proof that necessary support is provided to, or received from the Broomhouse Housing Association tenant.

The same criteria will be applied to lodgers who are resident with tenants from another housing association or local authority.

6.6 Internal Transfer List

Internal transfers will be based on need and will be assessed using the points system. Only those applicants with an actual need will be offered an internal transfer.

The Association will give priority to applications from existing tenants who have a need for an internal transfer prior to considering waiting list applications. In all cases, the Association will take account of the following circumstances:-

1. Before applying for an internal transfer, all tenants must have been resident for at least 12 months at their current address, have a clear rent account and have no re-chargeable repairs outstanding.

(NB any faults found after the transfer, resulting from misuse or neglect will be recharged to the applicant).

2. Where there has been a history of anti-social behaviour within the previous 24 months.
3. The applicant's property is of a lettable standard. The property will be inspected at the time of application and/or prior to an offer of re-housing. This includes both

the house and the garden.

4. Only two transfers will be offered. Following the refusal of two offers of accommodation appropriate to the applicants needs the application will be removed from the list for the next two lets.
5. Except in exceptional circumstances tenants who have accepted a transfer will not be considered for a further transfer for 12 months from date of entry.

Where there is more than one applicant with the same points other factors will determine who will be offered the transfer:

- (a) best use of stock
- (b) date of application

The Association will use internal transfers to alleviate overcrowding in its own stock. This may mean that internal transfers will be granted to those in no housing need in order to free up a larger home for an overcrowded family.

The Association will also use internal transfers to assist with mobility issues. This may mean that internal transfers will be granted to those in no housing need in order to free up a downstairs home for an applicant with mobility problems.

6.7 Transfer Applicants with Lodgers

Tenants are required to seek permission from the Association prior to taking in a lodger or lodgers. Permission will not normally be granted where overcrowding will occur. If the tenant applies for a transfer the Association will not include the lodger as part of the household.

6.8 Mutual Exchanges

Mutual exchanges between Broomhouse Housing Association tenants, both within the Association and with other approved landlords (such as other housing associations or

other City/District Councils) will be encouraged when both households will benefit from the exchange and are re-housed in appropriate and suitable sized accommodation.

Permission for an exchange will not be withheld unreasonably, provided that:-

- a) All applicants must normally have resided in their present accommodation for at least one year.
- b) In all cases, no rent loss must accrue to the Association.
- c) A satisfactory tenancy reference must be provided, for both the Broomhouse tenant and incoming tenant. This includes both tenants having clear rent and repair accounts. Incidents of anti-social behaviour and other breaches of the tenancy agreement will be considered in determining whether an exchange should proceed.

The Association's staff will make decisions relating to exchanges in the first instance. Should any tenant feel that their application has been refused unreasonably they can exercise the complaints and appeals procedure highlighted in section 11.

6.9 The Granting of Tenancies to Committee Members, Members of Staff or Close Relatives of Either.

Part 1 of Schedule 7 of the Housing (Scotland) Act 2001 requires the Association to operate rules governing the granting of tenancies to certain people. The rules are set out in Communities Scotland Guidance Note CSGN 2003/02 The people covered by the regulations are:-

- a) Committee members (including co-opted members) or officers/employees of the Association or
- b) a person who at any time within the last 12 months has been a Committee member (including co-opted members) officer/employee of the Association.

c) a close relative or a person within paragraphs a) or b)

The Association considers that a close relative will include a spouse of that person, a common law life partner, or that person's parent, grandparent, brother or sister.

A list of Committee Members, officers and staff of the Association covering both the current period and for the past twelve months is available for inspection at the Association's Office. A copy of Schedule 7 Rules is also available. Ignorance of a relationship will not be treated as a reasonable excuse should a tenancy be granted and a relationship subsequently come to light.

Tenancies may be granted to above categories as long as:

- They comply with the Allocation Policy and Procedures.
- The person obtaining the tenancy has had no influence over the process.
- They are formally recorded in Management Committee Minutes and Schedule 7 Register.

7. SIZE OF HOUSE WHICH WILL BE OFFERED

The Association will not offer accommodation which will result in overcrowding. It will not normally offer housing which would be underoccupied by residents. However, due to the lack of two apartment houses the Association may allow underoccupation by one bedroom.

As the Association has three different sized three apartment houses:-

Small (one double bedroom and one single bedroom)
Medium (two double bedrooms)
Large (two double bedrooms with large kitchen)

We reserve the right to make best use of stock.

This will typically result in the following allocations:-

- Single Person 3 apartment (small)
- Couple (or 2 single persons) 3 apartment (small)
- Couple or single person with 1 dependant 3 apartment (any)
- Couple or single person with 2 dependants 3 apartment (medium/large)
- Couple or single person with 2,3 or 4 dependants 4 apartment
- Couple or single person with 3-6 dependants 5 apartment

Exceptions to this may occur if there are medical needs or other special circumstances.

8. **ASSESSMENT OF NEED – THE POINTS SYSTEM**

Applicants will be pointed according to the system below and ranked in priority order.

Documentary evidence confirming your address should be provided with your application. Evidence of status within any points category may also be required and it is the applicants responsibility to provide adequate and satisfactory evidence.

It is advised that were possible supporting documentation is provided on application. Advice on this and the use of our office photocopier for this purpose, will be provided by Broomhouse Housing Association staff. Supporting documentation could be for example:-

- benefit award letters/books
- notice to quit
- medical letters, appointment cards etc.

- police, court, solicitors letters (in respect of harassment, divorce, separation, matrimonial split, custody of or access to children etc.)
- see also details under 8.4, 8.5, 8.6, 8.7 and 8.8

8.1 Housing Circumstances

The following points will be awarded according to the applicant's security of tenure, only one set of points will be awarded:

Lodger (living care of)	5 points
No fixed abode	10 points
Homeless & in Priority Need	15 points
Living in tied accommodation	5 points
Living in tied accommodation under notice to quit	10 points
Unprotected tenant (with no formal tenancy status)	3 points
Unprotected tenant with written notice to quit	5 points
Protected tenant where a short tenancy is not being renewed	5 points
Living in hostel/BB accommodation	5 points
Living in a caravan/boat	3 points
Owner occupier with repossession order or date of entry where property has been sold	10 points
Applicants required to leave their home due to relationship breakdown	10 points

8.2 Amenities

Points will be awarded to applicants who lack or have to share the following amenities:-

Lacking Amenities (i.e. the applicant has no access to the facility)

Inside WC	15 points
Bath or Shower	10 points
Piped hot water supply	5 points

Cooking facilities	3 points
Central Heating	2 points
Sharing Amenities (i.e. the applicant has to share the facility with another non family household)	
WC	4 points
Bath or Shower	4 points
Piped Hot Water Supply	4 points
Cooking facilities	2 points
Living Room	2 points
Sharing all Amenities	16 points
In the case of single parents, couples with children or expectant mothers, additional points will be awarded	3 points
Sharing Amenities (i.e. the applicant(s) has to share all facilities within family household) family is defined as parents, grandparents, brothers, sisters, aunts, uncles, or other close relatives of one or more of the applicants	5 points

8.3 Medical/Mobility Factors

The Association has a number of houses where permanent adaptations have been carried out.

These properties will be allocated with priority given to applicants with relevant medical needs. Other Association property where all rooms are on ground level may also be allocated on this basis. For households who no longer require adapted accommodation, the Association will seek to provide more suitable housing.

Any applicant who believes that their own medical condition and/or the medical condition of a family member should be taken into account when the Association considers their application should complete the enclosed medical application form. On completion the form should be returned to the Association's office.

In the case of Association tenants where applicants indicate a preference on their medical assessment form to remain in their current accommodation, Association staff will ascertain if this is

possible. It may be possible to carry out adaptations under stage 3 funding or seek Social Work assistance with the provision of appropriate aids. For all other applicants, Association staff will endeavour to provide advice and assistance.

The Association may forward the completed form to the applicants GP and/or occupational therapist for clarification of a medical condition prior to a decision being made by Association staff to award points within this category.

Medical Condition

The undernoted points will only be awarded if the applicant's present accommodation by its design, condition or location adversely affects the medical or mobility condition.

Illness/disability where re-housing will significantly ease the medical condition	20 points
illness/disability where re-housing will ease or prevent deterioration of the medical condition	10 points
where illness/disability requires a separate bedroom	5 points

Mobility

Where the applicant requires all rooms on ground level, points will be awarded as follows:-

Applicant's current accommodation is on 2 nd floor and above	20 points
Applicant's current accommodation is on 1 st floor, or has rooms on the 1 st floor, or is resident in a multi-storey	10 points
Applicant's property is on ground level but there are three or more steps to the front or back of the house	3 points

The applicant and/or family member will be awarded points **under one category only** with a maximum of 20 points being awarded per person.

8.4 Support

The Association recognizes the importance of the work carried out by carers.

Points will be awarded under the support category to applicants living outwith the Association's housing stock who can demonstrate a need to be housed by the Association in order to give or receive support to or from friends or relatives who live in Broomhouse. To be considered for support points in respect of health, details should be provided, and be accompanied by supporting documentation from either a GP, Social Work Department or other relevant agency.

Receiving or offering support for reasons of ill health/disability	5 points
To receive family support (for example elderly persons, families with young children, young person taking on first tenancy)	5 points

Applicants will be awarded a maximum of 5 points.

8.5 Harassment

The Association will consider applications from persons who are victims of harassment, especially those experiencing harassment on any of categories detailed in Section 3.3 (non discriminatory). Harassment and abuse of any kind is extremely serious and can have a detrimental effect on the quality of life and at worst, can be life threatening. Claims of this nature will always be taken seriously with safety being paramount. In dealing with such cases, the Association will adopt the following procedures:-

- Where there is evidence that there is damage to the applicant's property, or injury to the applicant or a member of the household, emergency re-housing will be sought. The Association is likely to seek assistance from the local authority in providing accommodation.
- Advice will be sought from all relevant agencies at all times should staff require assistance in making an assessment.
- Confirmation of incidents will be required from the Police and/or other official sources.

In respect of tenants of the Association, it may be possible to re-house victims of harassment by means of a management transfer with another social landlord. This will be assessed by staff at the time of application.

The Association will not re-house the perpetrators of harassment or other anti-social behaviour. This does not affect the applicant's right to appeal.

Harassment must be of a serious and persistent nature that would only be resolved by rehousing. Independent supporting evidence will be sought to corroborate harassment and will be assessed as follows:-

- | | |
|------------|-----------|
| - high | 10 points |
| - moderate | 5 points |
| - low | 2 points |

8.6 Marital Breakdown

The Association's policy is subject to the requirements of the Matrimonial Homes (Family Protection) (Scotland) Act 1981.

When an applicant applies for re-housing on the grounds of marital breakdown, the Association will react sympathetically and advise tenants of their rights under the above Act. Applicants will also be advised to seek legal advice.

The Association has stock in a limited geographical area, it may therefore not be appropriate for the Association to re-house the applicant. Advice and assistance on alternative housing opportunities will be offered.

Applicants whose relationship has broken down must provide satisfactory proof that their relationship has ended and that they are to separate as a consequence. Applicants will require to complete an affidavit. An application cannot progress without this information.

Separated parents seeking re-housing must provide legal proof of any custodial or access arrangements for children of a relationship. Verbal information or correspondence from the ex-partner will not be accepted.

The applicant will be accepted onto the housing list once all the required information has been provided. Their application will be treated as a housing list application and pointed as such, with points being awarded in respect of the circumstances of the accommodation in which they are resident at the time of application.

The Association recognizes that it is not always possible for the outgoing partner in a separation to find alternative accommodation. Therefore, there may be applicants who apply on the grounds of marital breakdown that will be resident in the matrimonial home until re-housing is offered. **This is clearly a stressful situation for all concerned and in recognition of this, the Association will award a further 5 points.**

These points will only be awarded where the Association is satisfied that the applicant is still resident at the matrimonial home. Correspondence from official sources, such as solicitor's letter, the Benefits Agency is examples of sufficient evidence.

In the case of Broomhouse tenants, if the parties to a separation cannot mutually agree who will remain as a tenant, a decision must be sought through legal procedures.

8.7 Domestic Violence

The Association recognises that men, women and children have a right to a life free from violence and abuse. Domestic violence may take the form of physical, sexual or emotional abuse and will be between partners (married, co-habiting, gay and lesbian) or ex partners.

Applicants seeking re-housing on the grounds of domestic violence will have their case considered on the same basis as those applying on harassment grounds.

Staff will advise applicants on their rights as contained within the Matrimonial Homes (Family Protection) (Scotland) Act 1981, and will suggest they seek legal advice.

8.8 Overcrowding/Under Occupancy

Properties will be allocated according to household composition.

A person or group of persons will not be allocated accommodation which would cause the household to be overcrowded or under-occupied. Though in respect of small households (one or two persons) under-occupation will be allowed as explained under Section 7.

Overcrowding and under-occupancy points will be awarded according to the following criteria:-

One double bedroom for the applicant and partner, or persons living together as a couple whether married, co-habiting, gay or lesbian.

One double bedroom for two children of the same gender (where neither child is 15 years or over).

One double bedroom for two children of opposite gender where both are under 9 years of age.

One single bedroom for all other persons.

For children who are within two years of requiring a separate bedroom, consideration may be given to offering larger accommodation. The impact such a decision will have on other applicants will be examined in considering whether such action is appropriate. This rule applies to housing list, internal transfer and nomination applicants.

Where current house size does not match household composition (according to the criteria) the following points will be awarded:

Applicants who are overcrowded (per bed space)	5 points
Applicants who are under-occupying (per room)	3 points

Applicants must provide evidence of the number and ages of their children in their household.

Applicants must have custody of, or overnight access to their children before they will be considered as part of the household. A solicitor's letter will be required to confirm access/custodial arrangements to children. The house size allocated to applicants with access only, will depend on the number of children and the frequency of visits.

For those applicants requesting an additional bedroom on the grounds of their medical condition, confirmation of this will be required from the applicant's GP.

Where a household is likely to be overcrowded on the birth of a child, overcrowding points will be applied six months after the birth. Written confirmation of the birth will be required (e.g. copy of birth certificate).

8.9 **Property Condition**

Closing Orders

Where an applicant's accommodation is subject to an Environmental Health Department Closing Order

10 points

8.10 Families in Tenemental Property

Families living tenemental property
(at least one child must be under
15 years of age)

2 points

8.11 Social/Hardship/Social Inclusion

It is recognised that there is a wide variety of reasons why applications for housing will be made. It is at the discretion of staff to award points under a social category for these circumstances. Points under this category will normally be awarded to those households where there is a serious problem made worse by current living conditions and where rehousing is needed to solve the problem. It should be noted that no points will be awarded where applicants are deemed to have intentionally worsened their circumstances in order to increase their rehousing priority.

An award to 5 points will be made to applicants where suitable rehousing is felt to be desirable, preferable or of benefit in resolving a problematic situation.

An award of 10 points will be made to applicants where suitable rehousing is felt essential and that if the applicant remains in their current housing situation it may result in a serious threat to life and limb, mental stability, the stability of the family unit or result in the need for institutional care.

In all cases supporting evidence from an appropriate agency must be provided by the applicant and advice on this can be gained from the Associations Offices.

8.12 Special Allocations

It is in the intention of this policy to bring applications for housing within its framework. However, it is recognised that there may be some circumstances that cannot be addressed within the established policy or requires a variation from the policy. In such cases the approval of the Association's governing body will be sought before such an application is made an allocation.

The Association also reserves the right to use its discretion in the following areas:-

- technically overcrowding/undercrowding a property if it will alleviate to an extent, an applicants current difficulties
- where a property is subject to three refusals, consideration will be given to applications from those in lower need.

9. AWARDING POINTS

Applications will be assess using the points system.

Applicants will be notified in writing of their acceptance onto the waiting list and details of points awarded within 14 working days.

Points will be provisionally awarded from the information supplied on the application forms and the documentary evidence provided. Where necessary prior to any offer being made, applicants will be visited by a member of the Association's staff. The home visit will confirm the circumstances as detailed on the application form.

Applicants on equal points will be ranked as follows.

- Housing List: according to social and geographical links with Broomhouse (i.e. persons who used to live or have been living in Broomhouse for more than 5 years will be awarded 1 point) and then thereafter the date the application is received at the Association's office.
- Internal Transfer Applicants: as per section 6.6.

10 CANCELLATION OF APPLICATIONS

10.1 Applications can be cancelled by the applicant at any time. Cancellation to be in writing.

10.2 Applications will be cancelled if the periodic review is not responded to. If an applicant contacts the Association again

consideration will be given to reinstating the application.

11 COMPLAINTS

All applicants have the right to complain if they are unhappy with any part of the allocation process. An informal discussion can be arranged with the Director.

If the problem has not been sorted out informally, you should in the first instance complain formally to Director. Complaints about the Director should be sent to the Chairperson of the Management Committee.

Whether you have complained in writing, by phone or in person, we will write to you within six working days to acknowledge that your complaint is being dealt with.

We will then write to you again within two weeks of receiving the complaint to let you know the outcome. Do please remember that some things may not be within our control and may therefore be less easy to sort out.

11.1 Taking your Complaint Further – Appeals Procedure

All applicants will have the right to appeal against any decision made concerning their application, the assessment of housing need or the cancellation of their application.

If you don't feel that staff have resolved your complaint satisfactorily, you can write to the Chairperson of the Management Committee, who will respond to you within six working days to acknowledge receipt of your letter.

Your complaint will be heard by the Management Committee. You will be advised of the timescale for the meeting when your complaint will be heard and you will be advised of the decision within 5 working days of the meeting.

If in addition to your written complaint you are keen to talk to the Management Committee, you can do this and if you want to bring

along a friend or advisor (for example from a Citizens Advice Bureau) then this is fine.

If you are not happy with the outcome of the complaints and appeals procedure then you will normally be able to contact the Scottish Public Services Ombudsman.

The Scottish Public Service Ombudsman investigates individual complaints against Housing Associations and co-operatives. This is a free and important service and a leaflet about it is available from our office.

Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH, EH3 7NS
Telephone: 0870 011 5378 Fax: 0870 011 5379
Email: enquiries@scottishombudsman.org.uk

12 REVIEW OF THE HOUSING LIST

A periodic review of the housing list will be carried out.

Either a new housing application form or a letter requesting confirmation of circumstances will be issued to all applicants. If an applicant does not return the appropriate correspondence enclosed by the set date, the applicant will be further advised of their removal from the housing list. Applicants may be reconsidered if confirmation is received at a later date.

13. REVIEW OF ALLOCATION POLICY

The Association will review its Allocation Policy annually to ensure that it continues to meet the Association's aims and objectives.

14 RIGHT TO INSPECT RECORDS

Any applicant is entitled on request to inspect the Associations Housing Application Form or any record of information furnished by them in connection with his/her housing application.

15 CONFIDENTIALITY

Personal details relating to housing applicants may be disclosed to a responsible agency or solicitor acting for the applicant or tenant, but only after clear authorisation or a mandate has been received by the Management Committee from the individual concerned. This would be on the basis that information so received would only be used in connection with the particular case for which it was released and would not be made public or used for any other purpose whatsoever.